

Article - Public Safety

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§1-304.3.

(a) Subject to subsections (b) and (c) of this section, in the event of a 9-1-1-accessible service outage lasting more than 30 minutes and affecting more than 600,000 user minutes, a provider of a 9-1-1-accessible service, other than a reseller, shall:

(1) as soon as practicable, notify any affected public safety answering point and the Maryland Joint Operations Center of the 9-1-1-accessible service outage occurring on the provider's network;

(2) in advance of the next scheduled meeting of the Board, notify the Board of any 9-1-1-accessible service outage occurring on the provider's network; and

(3) at the next scheduled meeting of the Board, submit to the Board a report detailing the 9-1-1-accessible service outage occurring on the provider's network.

(b) A provider of a 9-1-1-accessible service shall calculate user minutes under this section in accordance with the applicable regulations of the Federal Communications Commission.

(c) The Board and the Maryland Joint Operations Center shall adopt procedures and implement safeguards to ensure that sensitive information submitted by a provider of a 9-1-1-accessible service under this section is maintained confidentially.

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